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ABSTRACT

Australia's personal and other services industry is the sixth smallest of the 17 industry divisions in numbers employed. The industry, a collection of quite diverse businesses and services in the public and private sectors, has three subdivisions: personal services, other services, and private households employing staff. The employment level has grown quite strongly and consistently. Part-time employment is more prevalent in personal and other services than in the labor force as a whole. The industry has a slightly higher-than-average proportion of females than the total work force. Most jobs are located in New South Wales and Victoria. The occupational profile shows a low proportion of jobs in managers, administrators, and professionals categories and a relatively high proportion in associate professionals and trade-level occupations. Occupations that show strong growth are prison officers, photographers, gardeners, and computer operators. Demand for hairdressers has risen. The vocational education and training (VET) sector is an important source of skilled workers. There is a greater disparity between male and female full-time earnings in this industry than in any other. VET graduates working in personal and other services rated their technical and further education courses as quite highly relevant to their employment. Employers spend more than the average employer on structured training. (Appendix includes five tables and three charts.) (YLB)

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Industry training monograph

NCVER

Personal and other services

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Personal and other services

1998

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Preface

THE PERSONAL AND other services industry training monograph is one of a series of monographs which has been designed to provide readers with an overview of occupational trends and the current training effort in each industry in Australia.

The monograph analyses data at the major Australian and New Zealand Standard Industry Classification (ANZSIC) industry division level, given that it is at this level most data are collected and disseminated. The monograph addresses:

- recent employment trends
- recent occupational trends in key skills areas
- current training arrangements, particularly training levels and outputs

The monographs bring together for the first time a range of survey data from the Australian Bureau of Statistics (ABS), together with graduate destination, employer satisfaction with training and other training data compiled for the Australian National Training Authority (ANTA) by the National Centre for Vocational Education Research (NCVER).

I would like to thank Tom Dumbrell for preparing these monographs and I would also like to acknowledge John Ray's contribution to the analysis of employment and occupation data.

NCVER acknowledges ANTA's significant contribution to the cost of this monograph in sponsoring its publication.

I hope that the material in this publication will be of interest to Australia's vocational, education and training (VET) sector. In particular the document is designed for industry decision-makers, policy-makers, teachers and trainers, researchers and students with an interest in VET.

Readers who are interested in more information about training markets or other areas of VET research are referred to the NCVER's research database, VOCED. Printed and diskette versions of VOCED can be obtained from NCVER (ph +61 8 8333 8400) or it can be accessed directly on the world wide web at the following address:

<http://www.ncver.edu.au/voced.htm>

Chris Robinson, National Centre for Vocational Education and Research Ltd

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The personal and other services industry in Australia

Overview

In November 1997 there were 343 100 persons employed in the industry, making it the sixth smallest of the 17 industry divisions in numbers employed.[1] Its employment accounts for about 4% of jobs in Australia. The industry is a mixture of public and private sector employment. The main public sector areas of employment in the industry are in policing and corrective services. Just under half, 49%, of those in the industry are in the personal services sub-division, about 47% are in the other services sub-division, while private households employing staff account for the remaining 4%. Hairdressers and beauty therapists make up over a quarter of the personal services employment, while police make up nearly a third of the other services.

In 1994–1995 there were about 55 900 businesses classified by the Australian Bureau of Statistics (ABS) as falling within this industry, making up over 6% of all businesses in Australia. The operating profits generated by businesses in the personal and other services industry were, according to the ABS business operations and industry performance data, the lowest of all 17 divisions.[2] In 1995–1996 the industry's gross product was just over $7.5 billion, again the lowest of all industry divisions.

The economic factors governing these sub-divisions are obviously as different as the activities they encompass. The *personal services* area is dominated by small, private sector businesses operating in often very competitive environments. As with the retailing industry, demand for many of their services can fluctuate in line with consumer sentiment.

The *other services* area is dominated by the public sector police, fire and corrective services. Demand for these services is less dependent on short-term economic cycles and is more related to State/Territory government spending decisions. Charts A17.1, A17.2 and A17.3 in the appendix show that provision of some of these services is not

[1] ABS, *Labour force, Australia*, cat.6203.0, November 1997
[2] ABS, *Business operations and industry performance*, Australia, cat.8140.0

uniform throughout Australia, with per capita expenditure on police and corrective services varying widely across the States and Territories.

Employment in the other parts of *other services*, in religious organisations, unions, business, professional and public interest organisations, is driven by a wide range of factors, including cultural and social factors beyond the scope of the analysis of this monograph.

Much of the skilled training relevant to this industry is not undertaken within the vocational education and training (VET) sector. Training of police, fire fighters, prison staff, union staff and members of religious organisations is normally undertaken in house or, in the case of some religious training, in certain higher education facilities. The major involvement of the VET sector in this industry is through the training of hairdressers, beauty therapists and gardeners.

At the major occupational group level, the tradespersons and related category makes up the largest group of workers in this industry, followed by those classified as associate professionals. Only about 60% of those working in the tradespersons and related category, however, possess formal qualifications at the skilled trade level or above. Only about 38% of those working at the associate professional level have any formal qualifications.

The industry has a slight majority of males who make up 52.6% of the industry's workforce and has an above-average proportion of part-time jobs (30%). It has a below-average proportion of overseas-born workers and an above-average proportion of employers and own-account workers, as opposed to employees.

Table 17.1: Employment ('000s) in personal and other services by sub-division, by gender and type of employment, Australia, November 1997

Industry sub-division	Males	Females	Full-time	Part-time	Total
Personal services	*69.3*	*100.0*	*103.9*	*65.4*	*169.4*
Personal and household goods hiring	6.8	9.3	7.6	8.5	16.1
Other personal services	62.6	90.7	96.4	56.9	153.3
Other services	*109.2*	*51.3*	*134.1*	*26.5*	*160.6*
Religious organisations	18.0	10.0	17.8	10.2	28.0
Interest groups	17.5	20.1	27.4	10.2	37.6
Public order and safety services	73.7	21.2	88.9	6.1	95.0
Private households employing staff	*2.0**	*11.2*	*3.7*	*9.5*	*13.2*
Total	**180.6**	**162.6**	**241.6**	**101.5**	**343.1**

Note: *Subject to sampling variability too high for most practical uses

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

Employment in the industry is slightly more concentrated outside the large employing States of New South Wales, Victoria and Queensland. The industry's age structure closely matches that of the total Australian workforce, as does the proportion of the industry's workforce holding a post-school qualification.

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Because of the change in industry classification over the period 1987 to 1996 from the Australian Standard Industry Classification (ASIC) to the Australian and New Zealand Standard Industry Classification (ANZSIC), some of the occupational changes in the industry shown in the tables in the appendix are overstated. These are discussed in the section on occupational trends and skills shortages later in this monograph. Overall, employment in the industry grew by 26.5% between 1987 and 1996, well ahead of the total employment growth of 16.9%.

Forecasts from the Monash model show employment growth in this industry slowing over the next five years, with low or negative growth in the number of police and hairdressers, two of the major occupations in this industry.

An industry snapshot

The personal and other services industry is a collection of quite diverse businesses and services. The industry has three sub-divisions which are:

i *personal services*, covering a range of activities that have much in common with retailing, such as hairdressers and beauty salons, video hire outlets, dry cleaners, funeral directors, film processing outlets and photographic studios

ii *other services*, covering police, fire services and prisons, together with religious, business and labour organisations

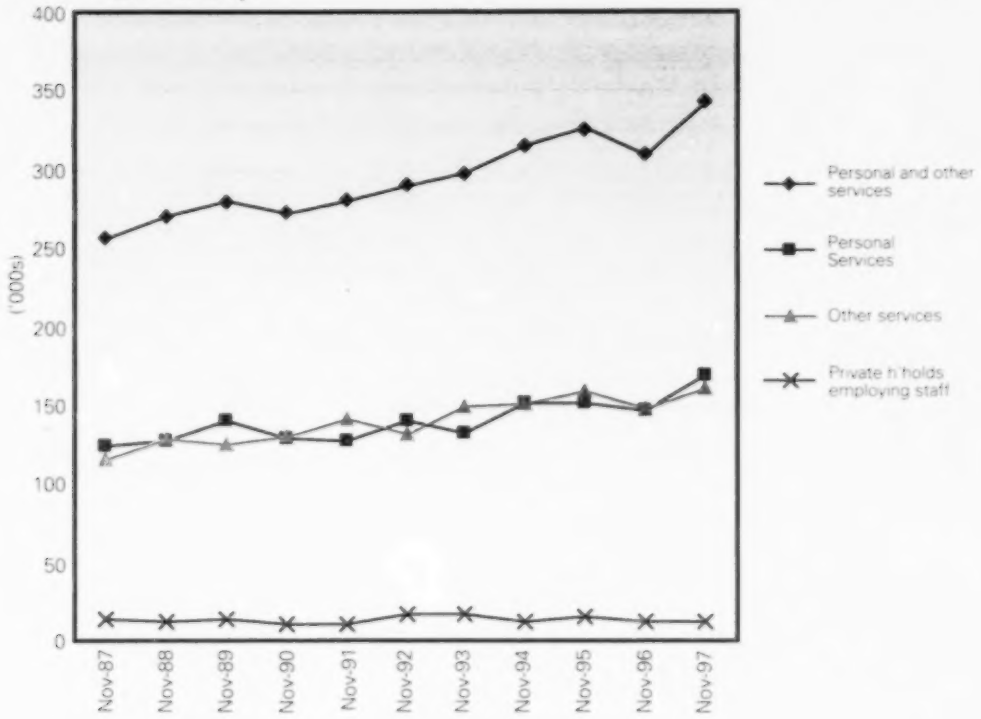
iii *private households employing staff*

The personal and other services industry is a collection of a diverse range of businesses and services. The 'personal services' part of the industry is comprised of a number of activities that have much in common with the retail industry. These include video and other household goods hiring outlets, hairdressing salons, dry cleaners, film processing outlets and photographic studios, funeral directors, crematoria and cemeteries, and gardening services.

The industry also includes persons employed in religious organisations, unions and in business and professional organisations and in other interest groups, such as political parties or environmental groups. The two other areas to make up the industry are organisations concerned with public order and safety—such as police, fire brigades, corrective services and waste disposal—and private households employing staff.

In November 1997 there were 343 100 persons employed in the industry, making it the sixth smallest of the 17 industry divisions in numbers employed. Its employment accounts for about 4% of jobs in Australia. Just under half, 49%, of those in the industry are in the personal services sub-division, about 47% are in the other services sub-division, while private households employing staff account for the remaining 4%. Hairdressers and beauty therapists make up over a quarter of the personal services employment, while police make up nearly a third of the other services.

Chart 17.1: Employment trends in personal and other services, 1987–1997 (ABS labour force survey)



Source: ABS, *Labour force, Australia*, cat.6203.0, 1987–1997

The employment level in the industry has grown quite strongly, by nearly 34%, and consistently since 1987. Employment in both the personal services sub-division and in the other services sub-division has grown over the last decade by a little over one-third. Employment in private households employing staff has remained more or less static over the same period. Total employment across all industries over the same period grew by about 18.6%. A detailed analysis of changes in employment by occupation over the last decade is provided later in this monograph.

In 1994–1995 there were about 55 900 businesses classified by the ABS as falling within this industry, making up over 6% of all businesses in Australia. The operating profits generated by businesses in the personal and other services industry were, according to the ABS business operations and industry performance data, the lowest of all 17 divisions.[3] In 1995–1996 the industry's gross product was just over $7.5 billion, again the lowest of all industry divisions.

The industry is a mixture of public and private sector employment. The main public sector areas of employment in the industry are in policing and corrective services. The following quotes from the recent Productivity Commission report, *Government service delivery 1998*, summarise these two areas of activity in Australia.

[3] ABS, *Business operations and industry performance, Australia*, cat.8140.0

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In 1996–1997, there were 111 prison and periodic detention facilities across Australia. These included six privately operated facilities in four jurisdictions (NSW, Victoria, Queensland and SA) . . . A total of 1862 prisoners, or 11 per cent of the total prisoner population (excluding periodic detainees) were held in private facilities across Australia in 1996–1997. Publicly owned prison assets were valued at over $1900 million in 1996–1997 . . . government-operated corrective facilities employed the full-time equivalent of approximately 12 000 staff across prisons, community custody and community supervision.[4]

Total recurrent expenditure on police across Australia was $3.6 billion in 1996–1997. Recurrent expenditure on police services in 1996–1997 varied from $430 per person in the Northern Territory to $160 per person in Queensland.

Total police services staffing in Australia in 1996–1997 was 51 486—that is, 277 per 100 000 persons (217 were sworn police officers and 60 were civilian employees). This was slightly higher than the 1993–1994 level (271 staff per 100 000 population). Staffing levels were highest in the NT (572 per 100 000) and lowest in the ACT (232 per 100 000) in 1996–1997 (figure 5.3).[5]

A relatively high proportion of the industry's workforce, 22.4%, is classified as employers or own-account workers. Only 15.1% of the total workforce is classified under these headings. This high proportion of own-account workers and employers would be related to the structure of the private sector part of this industry, dominated by a relatively large number of small businesses. Some of the main activities in this area are hairdressing and beauty therapy, photographic studios, developing and printing, dry cleaning and laundry services, and gardening services.

Employment characteristics of the industry

In November 1997 employment was distributed 52.6% to males and 47.4% to females, giving males a slightly lower share of employment in the industry than in the labour force overall, which was 56.6% at that time. In recent years, employment estimates for some months have shown females in the majority in this industry.

Part-time employment, representing 29.6% of all jobs in the industry, is more prevalent in personal and other services than in the labour force as a whole, with 25.8% of all jobs being part time.

The industry has a slightly higher-than-average proportion of females than the total workforce, a slightly higher proportion of part-time employment, and a lower proportion of overseas-born workers.

As shown in table 17.2, most jobs in the industry are located in New South Wales and Victoria.

[4] Productivity Commission, *Government service delivery report 1998*, Justice chapter, pp.408–410
[5] Productivity Commission, ibid., pp.257–258

Table 17.2: Employment ('000s) in personal and other services by State/Territory, 1995

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Males	47.5	36.9	24.8	12.8	17.4	3.2*	2.6*	2.4*
Females	48.9	31.9	26.0	13.0	16.0	3.9	2.7*	3.9
Total	**96.4**	**68.9**	**50.8**	**25.7**	**33.4**	**7.1**	**5.2**	**6.3**

Note: *Subject to sampling variability too high for most practical uses
Some totals are not the sum of components due to rounding
Source: ABS, *Labour force, Australia*, cat.6204.0, 1995

Employment in personal and other services is, however, relatively more common in the smaller States, with New South Wales, Victoria and Queensland all having a less than pro rata share of jobs in the industry, as is shown in table 17.3 below.

Table 17.3: Share of employment in personal and other services by State, by share of total jobs, 1995

State	% personal and other services	% employed in all industries
NSW	32.8	33.5
Vic	23.4	25.0
Qld	17.3	18.3
SA	8.7	8.0
WA	11.4	10.1
Tas	2.4	2.4
NT	1.8	1.0
ACT	2.1	2.0
Total	**100.0**	**100.0**

Source: ABS, *Labour force Australia*, cat.6204.0, 1995

Part of the explanation for the higher concentration of jobs in the smaller States/Territories is shown in charts A17.1, A17.2 and A17.3 in the appendix. They show higher levels of per capita spending on corrective services and policing in some of the smaller jurisdictions, especially Western Australia and the Northern Territory, compared to that of the larger States.

Table 17.4 shows the age distribution of workers in the industry. The age distribution of the industry closely matches the overall labour force.

Table 17.4: Age distribution of personal and other services workers and all employed, Australia, November 1997

	Age group						Total
	15–19	20–24	25–34	35–44	45–54	55+	
Personal and other services %	6.2	12.0	27.1	23.8	19.8	11.0	100.0
All-industry %	6.9	11.5	25.2	25.6	21.1	9.8	100.0

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

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- Personal and other services is an industry that quite closely matches the overall employment characteristics of the Australian labour market.
- The industry is a diverse collection of unrelated activities, evenly divided between the small business, private sector activities of the personal services sector and the larger organisations, often public sector, making up the other services group.
- The industry recorded the lowest gross product of any industry division in 1995-1996.
- Over the last decade, its employment growth has been higher than the Australian average. However, its growth is expected to slow over the next five years.

Occupational composition

Table 17.5 shows the occupational composition of the personal and other services industry in comparison with the total workforce. Note that the Australian Standard Classification of Occupations (ASCO) used in table 17.5 is the ASCO second edition. Analysis of occupational changes over the last decade in later sections of this monograph use the earlier ASCO first edition in order to allow comparison over a substantial time period.

The occupational profile of this industry shows a low proportion of jobs in the managers, administrators and professionals categories and a relatively high proportion of jobs in the associate professionals and trade-level occupations. The remaining occupational groups again quite closely match the overall occupational profile of the total labour force.

Table 17.5: Occupational profile personal and other services industry and total workforce, Australia, November 1997

Occupation group	Personal and other services %	Total workforce %
Managers and administrators	2.2	7.6
Professionals	12.4	17.4
Associate professionals	19.3	10.5
Tradespersons and related	20.3	13.2
Advanced clerical and service	2.4	4.5
Intermediate clerical/sales/service	16.9	17.1
Intermediate production/transport	5.1	9.2
Elementary clerical/sales/service	10.4	10.5
Labourers and related	11.0	10.1
Total	**100.0**	**100.0**

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

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In line with the occupational profile, the industry has a relatively low share of persons with university-level qualifications and an above-average share of those with a skilled vocational qualification. Table A17.4 in the appendix reveals that over half of all those in the industry with a skilled vocational qualification are hairdressers. Over 11 000 of those working in management, administrative or professional/associate-professional-level jobs held skilled trade qualifications as their highest-level qualification, according to the 1996 Census data reproduced in table A17.4 in the appendix.

Table 17.6: Qualifications of personal and other services industry workers, percentage distribution, Australia, May 1997

	Bachelor's degree or higher	Diploma/ associate diploma	Skilled vocational	Basic vocational	Without post-school qualification
Personal and other services	11.9	8.1	17.2	11.7	49.3
Total industry	**17.2**	**9.0**	**12.6**	**9.4**	**49.4**

Source: ABS, *Transition from education to work*, cat.6227.0, May 1997

Occupational trends and skills shortages

As noted earlier, this analysis of changes in the occupational composition of the industry uses the first edition ASCO to allow for a long perspective. Hence the comparison is made for the decade between 1987 and 1996. After 1996, occupational data are based on the newer second edition ASCO classification.

The strong growth recorded in the para-professional group in the following table is largely attributable to a big rise in the number of police in this industry division. This probably does not reflect a major increase in police numbers, however. Rather, there appears to have been a recoding of some police out of the property and business services industry between 1987 and 1996 into personal and other services, which explains much of the apparent growth. The number of prison officers grew by 5300 or 177% over the decade.

Table 17.7: Employment changes in personal and other services, major occupational groups, Australia, 1987–1996

Occupational group	Number in 1987 ('000s)	Number in 1996 ('000s)	% change over decade
Managers and administrators	10.6	14.6	37.7
Professionals	24.5	36.4	48.6
Para-professionals	28.6	53.7	87.8
Tradespersons	58.8	61.7	4.9
Clerks	37.3	36.0	–3.5
Sales and personal service	33.5	41.6	24.2
Plant operators, drivers	13.7	19.5	42.3
Labourers	45.9	56.2	22.4
Total	**252.8**	**319.8**	**26.5**

Source: ABS, *Labour force, Australia*, cat.6203.0, 1987–1996

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In the professional category, much of the growth, about 9000 jobs, was among ministers of religion, a rise of 250%. This does not represent an overall increase in the number of ministers of religion. It is a result of the change in industry coding from ASIC to ANZSIC, which saw ministers of religion move from the health and community services industry under ASIC into personal and other services in the ANZSIC classification. The total number of ministers of religion (that is, across all industry classifications) still grew by a sizeable 3500 over the decade, a rise of 32%.

The number of photographers also rose in this category by about 2800 or 78%. This appears to include genuine growth in employment, as their numbers across all industries rose by about 30% over the decade.

In the trades and related occupations, gardeners rose by about 5000 jobs (75%) over the decade and nursery and gardening labourers by about 7500 or 112%. Other occupations to show strong growth over the decade were:

- other personal service workers +9700 or 162%
- data processing machine operators +2000 or 95%
- accounting clerks +2200 or 27%
- receptionists and information clerks +2600 or 54%
- sales assistants +2400 or 37%
- truck drivers +2400 or 83%
- firefighters +2900 or 74%
  (but, like police, this is the result of recoding out of property and business services into personal and other services, rather than absolute growth in the occupation. Across all industries their numbers actually declined over the decade)

Several occupations declined in numbers over the decade including:

- welfare para-professionals –1000 or –29%
- hairdressers –1200 or –3%
- other clerks –3100 or –72%
- cleaners –1700 or –13%
  (probably resulting from outsourcing, since numbers in property and business services have risen strongly)

The VET sector is clearly an important source of skilled workers for this industry although, like many other industries, the strongest growth over the last decade appears to have been in the professional and management areas of this industry.

In the survey on employer satisfaction with VET for 1997 (ESS), compiled by the National Centre for Vocational Education Research (NCVER), 75% of employers in the industry said the current supply of VET graduates was adequate to meet their current demand, while a relatively low 23% said that it was inadequate. Of employers surveyed across all industries, 27.5% believed that there were shortages in at least some VET areas.

Of those employers in personal and other services who identified skill shortages, more than two-thirds said the shortages existed in the trades area, while 18.5% said

there were skills shortages in the sales and personal service occupations. Given the occupational structure of the industry, most of these shortages in the trades area are likely to be of hairdressers. The Department of Employment, Education, Training and Youth Affairs (DEETYA) skilled vacancy survey (SVS) shows demand for hairdressers having risen by about 13% over the last year, a little faster than demand overall. Overall employment in the industry grew quite strongly over the same period.

The national industry training advisory body, National Public Administration Industry Training Body (ITAB), covers the public sector activities of fire services, emergency services and police, which are located within personal and other services as well as the larger area of all public administration. This ITAB reported to the Australian National Training Authority (ANTA) in 1997 on a range of issues around public sector skill shortages. Their report said that:

> *Across all the industry sectors, priority areas in which skill shortages exist have been identified as including contract management; project management; service delivery, resource management (including risk management); communications and information management; and strategic human resources management.*
>
> *The increase in outsourcing service provision to other spheres of government, or to external providers, has been responsible for many of these skill shortages, particularly in the areas of contract management and service delivery.*
>
> *Public sector skill shortages are evident in areas such as change management, program evaluation and benchmarking. In addition, the increase in home-based work and the gradual phasing out of traditionally defined jobs has led to new skill requirements both for employers and for the workforce.*
>
> *In all States/Territories, critical shortages exist for workplace trainers and assessors (police) and in the areas of equal employment opportunity, and occupational health and safety (fire). High priority areas include literacy and numeracy, and fire safety (fire); and contract management (local government).*

The national ITAB covering hairdressing, the Wholesale, Retail and Personal Services (WRAPS) ITAB, reported skill shortages in hairdressing, stating that 'a critical Australia-wide shortage of skilled hairdressers exists'.

Hours of work and earnings

Employment in personal and other services is relatively evenly distributed between males and females, although males predominate in the full-time jobs and females in part time. The following table shows the distribution of employment between full-time and part-time workers by sex.

Males employed in the industry worked, on average, 37.9 hours per week, noticeably less than the all-industry average for males of 40.6 hours. Females worked an average of 28.9 hours per week, just below the all-industry average of 29 hours for females. Nevertheless, over 25% of the males employed in the industry work 49 hours or more per week, as do just over 10% of the females.

Table 17.8: Personal and other services industry employment, by sex and hours worked, Australia, November 1997

	Full-time ('000s)		Part-time ('000s)		Total ('000s)	
	No.	%	No.	%	No.	%
Males	152.4	63.1	28.2	27.8	180.6	52.6
Females	89.3	36.9	73.3	72.2	162.6	47.4
Total	**241.7**	**100.0**	**101.5**	**100.0**	**343.1**	**100.0**

Note: Not all components sum to totals due to rounding
Source: ABS, *Labour force, Australia*, cat.6203.0, 1997

Average weekly full-time earnings for non-managerial workers in the industry, at $690.40, are close to the all-industry average of $683. Managerial workers in the industry, on the other hand, are among the lower paid managerial workers, earning on average $718.30, only $28 above non-managerial workers, and nearly $200 below the all-industry average for managerial workers. This is probably influenced by the large number of non-managerial public sector workers, such as police officers, earning relatively high incomes in comparison to small business owners and own-account workers elsewhere in the industry.

There is a greater disparity between male and female full-time earnings in this industry than in any other industry in Australia. In May 1996, full-time non-managerial male workers earned a weekly average of $774.10 in the industry, compared to $560.40 for females. This is likely to be explained by pronounced gender segregation in the industry. For example, nearly 83% of hairdressers are females, 86% of police are males.

- The industry has a relatively high concentration of its workforce in the trades and related, and associate professional occupations.
- The qualifications profile of the industry reflects the occupational profile with a relatively high proportion of the industry's workers holding skilled vocational qualifications.
- Some of the strongest occupational growth in the industry occurred for prison officers, photographers, gardeners and computer operators.
- There is a greater gap between male and female full-time earnings in this industry than in any other industry in Australia.
- Female TAFE graduates working full time in this industry earned only about 53% of male TAFE graduates in the industry working full time, probably as a result of pronounced occupational gender segregation.

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Training in personal and other services

Because of the great diversity of activities included within this industry, it is not possible to make any reasonable estimate of the level of VET resourcing allocated to the industry as a whole. Much of the VET provision of relevance to the industry would be directed through the ANTA training area 'sales and personal service'. In 1998 this area, as a whole, was expected to receive about 3.2% of government VET resources, a good deal lower than the overall employment share of the main industries related to this training area, retailing and personal services.

Because police and corrective services are part of this industry, the training resources allocated to these areas do not generally appear as part of the allocation under the ANTA Agreement and are not generally seen as part of the VET sector.

One of the main areas of training in the industry is through the hairdressing apprenticeship. Since 1987 the number of apprentice hairdressers has declined from about 14 500 to about 9700 in 1997. On the other hand, the number of trainees in sales and personal services traineeships, some of which would be in the personal and other services industry, has grown over that period, although the numbers appear to have plateaued over recent years.

Employer satisfaction with VET

In the 1997 ESS there were 153 employers surveyed who were defined as being in the personal and other services industry.

Mean satisfaction ratings with VET across all industries ranged between 5.7 and 7 out of a possible 10. The personal and other services industry recorded a mean satisfaction level of 6.9. This was the fourth highest of all industries, behind three industries that recorded a rating of 7. When asked to score their level of satisfaction with technical and further education (TAFE) providers as part of the VET system, employers in personal and other services gave it the equal highest rating with two other industries, again 6.9.

Satisfaction ratings in the industry across the States varied between a high of 7.1 in Victoria to a low of 6 in the Australian Capital Territory.

In the ESS, employers were also asked to identify the areas in which the VET sector needed to improve its service. Two areas, in particular, stood out in the responses from the employers in this industry: 'graduates' work ethic' and 'graduates' work skills'. Across all industries the former priority was identified as the highest priority for improvement. Employers in this industry were more likely to identify shortcomings in the work skills of graduates than in employers in other industries. They were also relatively more concerned with the work ethic of graduates than the average employer.

VET graduates in personal and other services

The TAFE graduate destination survey for 1997 (GDS), also compiled by NCVER, received responses from 1908 graduates employed in the personal and other services

industry at the time of the survey, representing 4.4% of all employed graduates. This was a sizeable fall from the proportion of TAFE graduates working in the industry at the equivalent 1995 survey, which saw 5.2% of graduates working in the industry. This made personal and other services the ninth largest employment destination industry for TAFE graduates in 1997, placing it as the middle-ranking industry of employment.

The surveyed graduates working in personal and other services rated their TAFE course as quite highly relevant to their employment. In fact, graduates working in the industry gave the third highest 'highly relevant' rating, 59.6%, of all employed graduates. Only graduates working in construction (68.9% giving a 'highly relevant' rating) and in health and community services (61.5%) gave higher ratings. This outcome is consistent with the generally high satisfaction ratings recorded by employers in the industry referred to previously.

Graduates were asked to rate on a 10-point scale a number of aspects of their course. The following analysis compares the proportion giving a rating of 7 or better on the 10-point scale working in personal and other services with all graduates.

Table 17.9: Rating of course by graduates employed in personal and other services and all graduates

Issue	Personal and other services %	All employed graduates %
Instructors' knowledge	87.3	85.2
Course content reflects industry practice	76.9	72.2
Presentation of material	75.7	73.2
Quality of equipment	62.5	62.2
Sufficient equipment	61.6	60.0
Info on choosing course	63.9	58.6
Info on careers/jobs	44.1	41.1
Usefulness for job prospects	76.0	71.8
Qualification well regarded by employers	67.0	64.9
Balance instruction and practice	72.8	69.8
Assessment method understood	81.2	78.5
Time/venue convenience	77.5	75.3
Overall course quality	86.0	84.1

Source: NCVER, 1997 TAFE graduate destination survey, unpublished data

As can be seen in table 17.9, graduates working in personal and other services rated all aspects of their course more highly than did all surveyed graduates. The pattern of satisfaction levels generally matched the responses of all graduates, although graduates in personal and other services, relative to all graduates, seemed to be particularly impressed with:

- the provision of information on choosing courses and subjects
- how well the course content reflected industry practice
- the usefulness of the course they had undertaken for enhancing their employment prospects

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As with all graduates, they were least impressed with the provision of information on jobs and careers. While they gave this item a higher rating than the average for all graduates, it is still clear that this item was the most unsatisfactory aspect of their TAFE experience for them and for all surveyed graduates.

Employment outcomes

As noted earlier, there were 1908 TAFE graduates employed in personal and other services at the time of the 1997 TAFE GDS. Nearly 46% of these graduates had undertaken their course of study in New South Wales.

On the other hand, graduates working in the personal and other services industry represented a higher proportion of employed graduates in the smaller States than they did in New South Wales, Victoria or Queensland. In those larger States they represented 4% or 4.1% of all that State's employed TAFE graduates, whereas in the other States they represented between 5.7% and 6.1% of all those States' employed graduates, 7.3% of all graduates in the Northern Territory and 4.8% of those in the Australian Capital Territory. This result is in line with the distribution of employment in the industry noted earlier which is less concentrated in the larger States.

Nearly a quarter, 24.4%, of all the surveyed graduates working in personal and other services had completed a trade certificate, placing this industry third in importance behind construction, and manufacturing, in terms of the proportion of its employed graduates who had completed a trade course.

The other main qualifications held by the industry's graduate employees in the survey were certificate (other), 18.1% and Australian Qualification Framework (AQF) certificate III, 13.6%. An above-average proportion, 9.1%, had completed an AQF certificate IV course.

Reflecting the high proportion of former apprentices among the surveyed graduates in this industry, a quite high 58.3% of those surveyed who had been employed in their final semester had received some form of financial support from their employer. Around 51% of all graduates had received some form of employer support.

About 75% of the graduates working in personal and other services at the time of the survey were employed full time, a higher proportion than of all graduates surveyed, of whom 66.6% were working full time. For 38% of those working full time, this was their first full-time job.

Average weekly full-time earnings for graduates in the industry were $516, a middle-ranking level among all the surveyed graduates. There was, however, a very pronounced disparity between male and female graduates. Male graduates' full-time average weekly earnings were $719, while females in the same category earned $380 or 52.9% of the male rate. This was the lowest level of full-time earnings for female graduates in any industry and the greatest gap between male and female TAFE graduates' earnings in any industry in the survey.

As noted earlier in this monograph, the gap between male and female earnings in this industry for all workers (not just TAFE graduates) is greater than in any other

industry, with non-managerial weekly full-time earnings for females being just 72.4% of the equivalent male rate. It is perplexing that for females working in this industry, the acquisition of a TAFE credential appears to widen the earnings disparity with males.

Again, while this is probably a reflection of the marked occupational gender segregation in what is, in reality, a very diverse industry, it highlights the failure of the VET sector to address the issue of how VET can reinforce this segregation which produces such significant income disparities.

In the survey, graduates were asked to state their main reason for undertaking their course of study and to assess how successfully they had achieved their aim. The following table summarises the main responses to these questions, again highlighting the significance of apprentices in this industry.

Table 17.10: TAFE graduates working in personal and other services—reasons for doing course and achievement of aim

Reason and number	Fully achieved (%)	Partly achieved (%)
Get a job (391)	72.4	13.8
Try for different career (200)	56.5	11.5
Get better job/promotion (271)	43.2	14.8
Requirement of job (489)	95.3	2.5
Get extra skills (309)	78.3	14.6
Personal interest (175)	84.0	9.7

Source: NCVER, 1997 TAFE graduate destination survey, unpublished data

The largest group of graduates working in the industry gave their motivation as being because the course was a requirement of their job, indicating that these were mostly apprentices or, in some cases, trainees. The relatively high number who undertook the course to get a job, and were subsequently successful, reinforces the good rating given by graduates to their courses reflecting industry needs.

Employer support for training

In 1996 the ABS conducted the employer training expenditure survey (ABS, cat.6353.0), a survey of structured training provided by employers in the September quarter of that year. A similar survey was undertaken three years previously.

Employers in personal and other services spent more than the average employer on structured training during the three-month period. Their expenditure on structured training per employee was $298.54, compared to the all-industry average of $185.49. This per capita expenditure by the industry represented a small increase from the level recorded in the similar 1993 survey, whereas over the three-year period there was an overall reduction in per capita expenditure on structured training.

Employers in personal and other services also spent an above-average proportion of their payrolls on structured training during the September quarter of 1996, 3.99% compared to 2.54%, and allocated more hours of structured training per employee, 9.67 hours compared to the all-industry average of 4.91 hours. While the proportion of the

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payroll spent on structured training during the three-month period surveyed in personal and other services declined between 1993 and 1996, the hours of structured training increased. Most training hours were allocated to structured training in the technical and associate professional area. Only two other industries allocated more training hours per employee than personal and other services—mining, and electricity, gas and water.

The later ABS study *Employer training practices, Australia*, February 1997 (cat.6356.0), showed an increase in the proportion of employers in the industry providing both structured and unstructured training over the 12 months up to February 1997. It also showed that the industry was an above-average user of TAFE as an external provider of training. Of all employers in the industry, 67% used TAFE and 54% used private providers for the provision of structured training.

Of those employers in the industry not providing any form of training to their employees, most (66%) said they did not provide training because their employees were already adequately trained. A further 37% cited cost constraints, while 31% identified time constraints.

- Many of the skilled workers in this industry, such as police, receive their training outside the VET sector.
- Available data make it very difficult to identify the level of government funding support for training in this industry.
- TAFE graduates, when surveyed in 1997, displayed quite a high level of satisfaction with their TAFE course but, like all graduates, were critical of the provision of information on jobs and careers.
- Employers were generally well satisfied with VET provision but wanted to see improvements in graduates' work skills and work ethic.
- Employers in personal and other services spent well above the average on structured training and allocated considerably more time to structured training for their staff than the average employer in Australia.

Some training issues in personal and other services

- Why is there such a large proportion of workers in this industry working at the trades and related level who lack any formal qualification? Should the VET sector be investigating why it is apparently not meeting the training needs of this group?
- What can be done by the VET sector to address the very large disparity in incomes of male and female TAFE graduates working in this industry? While this is probably a product of marked occupational gender segregation in the industry, there would

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appear to be a role for the sector to at least explain the likely income consequences for females choosing courses that lead to employment in this industry.

- Should the VET sector be addressing the apparent anomaly that while this industry has a large body of middle-level skilled workers, many of these individuals receive their training through in-house or other non-VET provision? Is the recent move in New South Wales for police to undertake university-level study appropriate or would this be a role better fulfilled by the VET sector?
- Should the ABS reconsider the ANZSIC industry code that groups in this industry a collection of activities that, in reality, have very little in common?
- What does the desire for employers to see an improvement in the work skills and work ethic of graduates mean for the VET sector? Are these issues that VET can address or are they purely the responsibility of the employer?

The national ITAB covering the personal services part of this industry, the WRAPS ITAB, identified the following emerging issues in its 1997 training plan submitted to ANTA:

> *Emerging issues identified are: the distance learning and on-job training and assessment options, particularly at traineeship level; and assessment quality assurance and implementation mechanisms.*
>
> *Assessment issues involve: assessors who are not registered training providers; the need to develop a database of workplace assessors; and the training of workplace assessors. User choice issues relate to access by training providers to training in traditional apprenticeship areas. Training issues relate to level three traineeships and part-time traineeships where industrial issues need to be resolved.*

The national public sector ITAB, which covers the large part of the 'other services' part of this industry, identified the following emerging VET issues:

> *The industry has made a significant effort to improve VET. Some of the issues which need to be dealt with include addressing any barriers to industry and private providers; increasing the emphasis on user choice; and using niche providers who are well placed to deliver technical courses or discrete course components—for example, the use of a computer software company to deliver an information management module within the public sector management course.*
>
> *Flexible training initiatives should be sponsored, and preference given to providers who can design flexible delivery modes. This is of particular importance to employees in rural and isolated areas, and in specific employment categories, especially those involving shiftwork.*

Appendix

The following table is extracted from the ANTA resource allocations for 1997 document, available at their website. It shows the planned allocations of government-funded training between the ANTA-defined 'training areas' in terms of 'annual hours curriculum' (AHC).

Table A17.1: Key national shifts in activity between 1996 revised estimates and 1997 projected activity (AHC '000s)

Industry training area	1996 revised	1997 projected	Total increase	Total increase as % of 1996 revised	% of overall increase
Category A					
Arts, Entert, Sports and Rec	11 408	11 928	520	4.6	5.5
Automotive	8 221	8 576	355	4.3	3.7
Building and Construction	18 785	19 009	224	1.2	2.4
Comm Services, Health and Ed	20 910	22 382	1 471	7.0	15.5
Finance, Banking and Insurance	3 420	3 468	48	1.4	0.5
Food Processing	2 454	2 851	396	16.1	4.2
TCF and Furnishings	5 714	5 813	100	1.7	1.0
Communications	1 883	1 963	80	4.3	0.8
Engineering and Mining	15 654	16 607	952	6.1	10.0
Primary Industry	11 874	12 217	343	2.9	3.6
Process Manufacturing	397	479	82	20.6	0.9
Sales and Personal Service	6 527	6 752	225	3.4	2.4
Tourism and Hospitality	16 707	18 151	1 444	8.6	15.2
Transport and Storage	1 686	1 851	164	9.8	1.7
Utilities	11 898	12 145	247	2.1	2.6
Category B					
Business and Clerical	42 412	43 117	705	1.7	7.4
Computing	11 969	12 641	672	5.6	7.1
Science, Technical and Other	6 727	6 870	143	2.1	1.5
Category C					
Gen Education and Training	40 046	41 212	1 166	2.9	12.3
Unallocated	622	779	157	25.2	1.6
Total	**239 316**	**248 810**	**9 494**	**4.0**	**100.0**

Note: TCF – textiles, clothing and footwear

Source: Publications, *ANTA Resource Allocations 1997*, <www.anta.gov.au>

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Table A17.2: Employed persons by occupation in the personal and other services industry, 1987 and 1996

Occupation (ASCO 4-digit)	1987 ('000s)	1996 ('000s)	Change 1987 to 1996 ('000s)	Change 1987 to 1996 Average annual %
2607 Ministers of religion	3.6	12.6	9.0	15.4
2799 Other business professionals	3.8	3.2	–0.6	–1.9
2803 Photographers	3.6	6.4	2.8	6.8
3501 Police	17.0	38.0	21.0	9.6
3901 Welfare para-professionals	4.1	2.9	–1.2	–3.9
3911 Prison officers	3.0	8.3	5.3	12.3
4805 Gardeners	6.7	11.7	5.0	6.6
4927 Hairdressers	43.9	42.7	–1.2	–0.3
5101 Office secretaries and stenographers	8.0	6.9	–1.1	–1.7
5201 Data processing machine operators	2.1	4.1	2.0	7.9
5301 Accounting clerks	8.2	10.4	2.2	2.8
5601 Receptionists and information clerks	4.8	7.4	2.6	5.1
5999 Other clerks	4.3	1.2	–3.1	–13.6
6301 Sales assistants	6.5	8.9	2.4	3.7
6601 Childcare refuge and related workers	16.3	13.2	–3.1	–2.4
6699 Other personal service workers	6.0	15.7	9.7	11.6
7105 Truck drivers	2.9	5.3	2.4	7.1
7211 Fire fighters	3.9	6.8	2.9	6.6
8205 Nursery and garden labourers	6.7	14.2	7.5	9.0
8301 Cleaners	13.4	11.7	–1.7	–1.5
8917 Laundry workers	8.1	10.0	1.9	2.4
8999 Other labourers and related workers	2.9	4.9	2.0	6.2
Other occupations	73.0	73.3	0.3	0.0
Total all occupations	**252.8**	**319.8**	**67.0**	**2.7**

Note: As estimates of less than 3500 are subject to high statistical error, they are listed against specific occupations only where there was a higher estimate in either 1987 or 1996. Where estimates of less than 3500 were recorded for both 1987 and 1996, they are included in the 'other occupations' category

Source: ABS, Labour force survey, unpublished data

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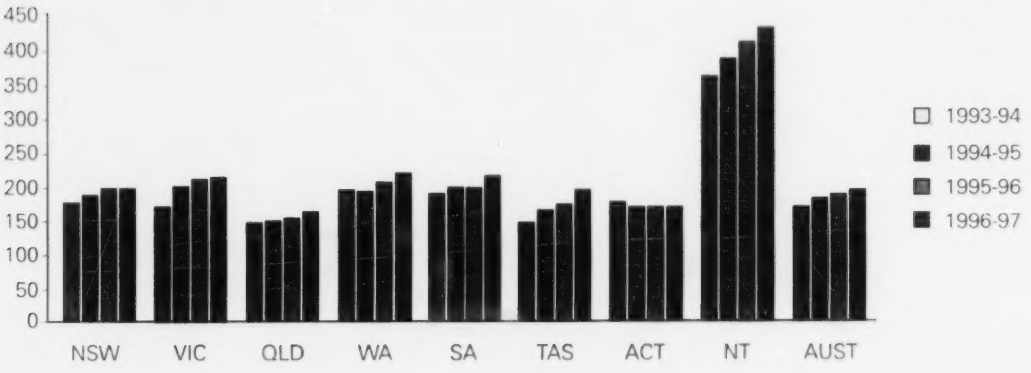
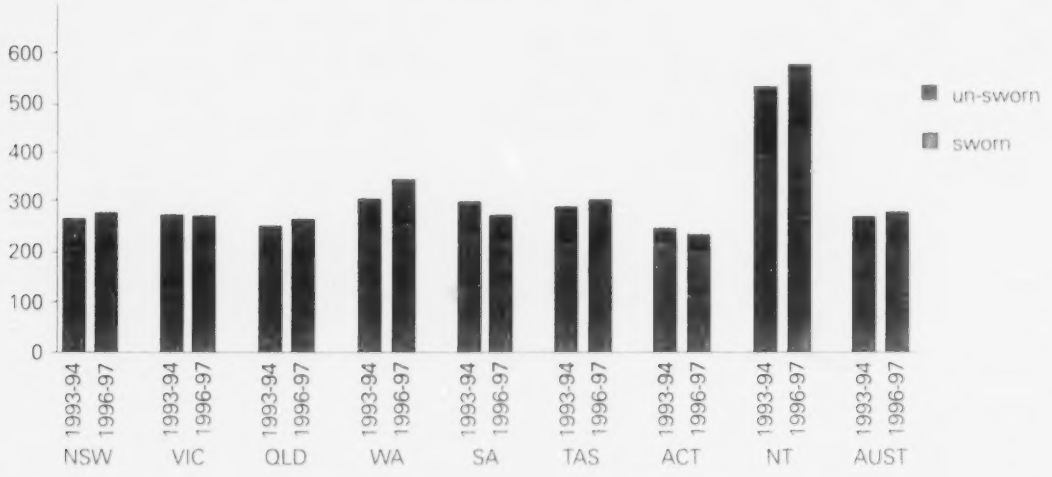
Chart A17.1: Police recurrent expenditure per persons, 1993–1994 to 1996–1997 (in 1996–1997 dollars)[a]



Note: a There were some discrepancies in the data as a result of differences in the treatment of payroll tax and superannuation. The NT and the ACT did not include depreciation in their expenditure data. Tasmania, SA and Queensland had depreciation information available only for 1996–1997; NSW, Victoria and WA had depreciation information available for all years. The reported increases in Tasmanian expenditure may be somewhat misleading as agencies were required to pick up superannuation/payroll funding for the first time during the period

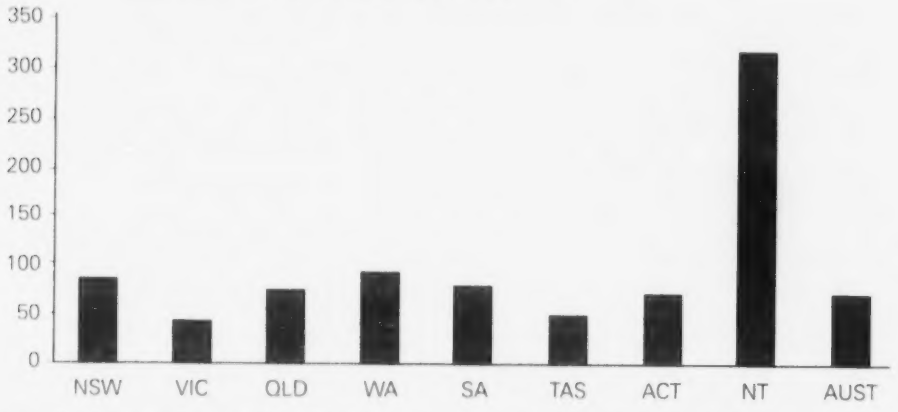
Source: Productivity Commission, *Report on government service delivery 1998*,< www.pc.gov.au>

Chart A17.2: Corrective services provision by State/Territory



Source: Productivity Commission, *Report on government service delivery 1998*,< www.pc.gov.au>

Chart A17.3: Corrective services provision by State/Territory, recurrent expenditure per head of adult population, 1996–1997 ($)



Source: Productivity Commission, *Report on government service delivery*, 1998, <www.pc.gov.au>

Table A17.3: Apprentices in training at 30 June 1985 to 1997 by occupation group (ASCO)

Occupation group	Apprentices in training at 30 June												
	1985	1986	1987	1988[a]	1989	1990	1991	1992	1993	1994	1995[b]	1996	1997
1 Managers and Administrators	–	–	–	–	–	–	–	–	–	–	617	523	521
2 Professionals	–	–	–	–	–	–	–	–	–	–	–	–	–
3 Para-Professionals	–	–	–	–	–	–	–	–	–	–	549	272	470
4 Tradespersons ntd	–	–	–	–	–	–	–	–	–	–	1	–	1
41 Metal Fitting and Machining	–	–	–	15 172	15 528	16 168	15 145	14 375	12 391	11 243	10 360	9 698	10 235
42 Other Metal	44 494	42 125	43 447	11 590	12 184	13 408	12 333	11 566	9 812	9 456	9 261	9 829	9 690
43 Electrical	18 316	18 035	17 923	20 917	21 859	23 342	22 382	20 921	17 821	16 533	15 867	16 748	16 703
44 Building	21 869	22 801	25 222	27 742	30 312	32 727	30 618	28 769	23 799	25 518	26 439	25 930	24 288
45 Printing	3 389	3 827	4 261	4 692	3 362	4 509	3 978	3 618	1 984	2 028	3 107	3 317	3 160
46 Vehicle	5 952	6 454	7 346	23 829	25 301	27 080	25 276	23 423	19 560	18 922	19 772	21 125	21 152
47 Food	10 966	11 987	13 150	13 937	13 815	14 282	13 945	13 917	13 503	15 205	15 125	15 586	16 269
48 Horticulture	–	–	–	3 243	3 375	3 527	3 477	3 398	3 357	3 511	3 408	3 395	2 948
49 Miscellaneous	23 594	25 172	27 565	25 988	26 000	25 946	23 835	22 952	20 446	20 842	17 836	17 645	17 279
4927 – Hairdressing	–	–	*14 525*	*14 010*	*13 611*	*13 185*	*12 506*	*12 183*	*11 266*	*11 203*	*10 097*	*9 952*	*9 721*
4900 – Other	–	–	*13 040*	*11 978*	*12 389*	*12 761*	*11 329*	*10 769*	*9 180*	*9 639*	*7 739*	*7 693*	*7 558*
5 Clerks	–	–	–	–	–	–	–	–	–	–	–	–	–
6 Sales and Personal Serv Workers	–	–	–	–	–	–	–	–	–	–	533	360	323
7 Plant and Mach Operators and Drivers	–	–	–	–	–	–	–	–	–	–	73	20	30
8 Labourers and Related Workers	–	–	–	–	–	–	–	–	–	–	–	–	–
Australia	**128 580**	**130 401**	**138 914**	**147 110**	**151 736**	**160 989**	**150 989**	**142 939**	**122 673**	**123 258**	**122 949**	**124 448**	**123 069**

Note: a From 1988 onwards changes were made to occupational groupings. These include: the splitting of Metal into two trade groups—'Metal Fitting and Machining' and 'Other Metal'; the removal of Horticulture from the 'Miscellaneous' trade group category as a separate grouping and the transfer of the trade Vehicle Mechanic from the 'Metal' trade group category to the 'Vehicle' trade

b From 1995 onwards the farming and spare parts interpreting vocations were transferred from the 'Miscellaneous' trade group to 'Managers and Administrators' and 'Sales Persons and Personal Services Workers' respectively

Source: NCVER, Australian training statistics, unpublished data

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Table A17.4: Educational attainment of employed persons, major occupational group

Personal and other services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
ASCO code and occupation									
1 Managers and Administrators	3 305	604	724	1 323	512	6 468	866	4 314	11 648
2 Professionals	15 135	3 633	1 819	1 902	1 248	23 737	2 622	9 143	35 502
3 Associate Professionals	5 512	1 829	3 842	8 001	3 180	22 364	5 821	31 074	59 259
4 Tradespersons and Related Workers	821	547	781	35 179	1 398	38 726	4 045	17 992	60 763
5 Advanced Clerical and Service Workers	636	422	380	277	976	2 691	1 147	5 642	9 480
6 Intermediate Clerical, Sales and Service Workers	2 585	1 484	1 892	4 666	2 221	12 848	5 310	23 130	41 288
7 Intermediate Production and Transport Workers	330	184	165	1 609	325	2 613	865	8 855	12 333
8 Elementary Clerical, Sales and Service Workers	885	374	367	1 362	641	3 629	1 832	18 225	23 686
9 Labourers and Related Workers	521	376	318	3 164	531	4 910	1 406	14 738	21 054
0 Inadequately described	149	43	45	264	58	559	162	1 179	1 900
Not stated	56	12	9	141	23	241	168	586	995
Not applicable	–	–	–	–	–	–	–	–	–
Total	**29 935**	**9 508**	**10 342**	**57 888**	**11 113**	**118 786**	**24 244**	**134 878**	**277 908**

Source: ABS, 1996 Census of population and housing

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Table A17.5: Educational attainment of employed persons by industry, occupation (3-digit ASCO) and type of post-school qualification at 1996 Census

Personal and other services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
ASCO code and occupation									
100 Managers and Administrators nfd	399	96	77	280	80	932	153	990	2 075
110 Generalist Managers nfd	0	0	3	0	0	3	0	0	3
111 General Managers and Administrators	665	104	98	199	57	1 123	106	661	1 890
119 Miscellaneous Generalist Managers	17	8	17	74	7	123	17	89	229
120 Specialist Managers nfd	58	15	14	15	7	109	12	53	174
121 Resource Managers	635	118	109	98	77	1 037	100	600	1 737
122 Engineering, Distribution and Process Managers	174	36	34	108	26	378	42	270	690
123 Sales and Marketing Managers	265	44	39	75	54	477	60	380	917
129 Miscellaneous Specialist Managers	1 058	162	312	400	172	2 104	344	1 050	3 498
131 Farmers and Farm Managers	33	21	23	73	32	182	32	219	433
200 Professionals nfd	276	28	14	9	19	346	22	84	452
210 Science, Building and Engineering Professionals nfd	0	0	0	0	0	0	0	0	0
211 Natural and Physical Science Professionals	244	22	29	23	11	329	16	91	436
212 Building and Engineering Professionals	187	30	33	51	16	317	15	57	389
220 Business and Information Professionals nfd	9	8	3	3	0	23	0	12	35
221 Accountants, Auditors and Corporate Treasurers	635	75	204	14	22	950	79	261	1 290
222 Sales, Marketing and Advertising Professionals	339	45	39	53	38	514	49	406	969
223 Computing Professionals	367	38	57	27	25	514	44	248	806
229 Miscellaneous Business and Information Profs	1 983	218	251	526	202	3 180	252	1 675	5 107
230 Health Professionals nfd	0	0	0	0	0	0	0	0	0
231 Medical Practitioners	98	5	3	6	4	116	4	18	138
232 Nursing Professionals	286	351	19	3	35	694	64	51	809

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Personal and other services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
238 Miscellaneous Health Professionals	254	31	8	12	9	314	32	57	403
240 Education Professionals nfd	22	3	3	3	0	31	0	5	36
241 School Teachers	577	178	66	8	12	841	42	173	1 056
242 University and Vocational Education Teachers	383	50	28	41	14	516	35	103	654
249 Miscellaneous Education Professionals	825	169	79	90	45	1 208	102	590	1 900
250 Social, Arts and Miscellaneous Professionals nfd	6	3	0	0	0	9	0	3	12
251 Social Welfare Professionals	6 962	1 797	651	543	404	10 357	1 231	2 363	13 951
252 Miscellaneous Social Professionals	478	31	41	43	39	632	68	278	978
253 Artists and Related Professionals	965	468	253	404	321	2 411	513	2 464	5 388
254 Miscellaneous Professionals	242	84	39	45	29	439	52	205	696
300 Associate Professionals nfd	22	8	16	27	21	94	15	109	218
310 Science/Engineering and Related Assoc Profs nfd	4	3	12	16	4	39	0	14	53
311 Medical and Science Technical Officers	117	18	31	50	33	249	27	132	408
312 Building/Engineering Associate Professionals	27	21	71	188	15	322	25	73	420
320 Business and Administrative Assoc Profs nfd	3	0	4	0	0	7	0	12	19
321 Finance Associate Professionals	117	24	36	15	31	223	31	270	524
329 Miscellaneous Business/Admin Assoc Profs	1 166	275	320	334	378	2 473	424	2 633	5 530
330 Managing Supervisors (Sales and Service) nfd	3	4	3	17	3	30	0	27	57
331 Shop Managers	347	167	152	735	188	1 589	383	3 370	5 342
332 Hospitality and Accommodation Managers	41	22	19	136	15	233	34	199	466
339 Miscellaneous Mngr. Supervisors (Sales and Service)	394	197	180	1 241	225	2 237	404	2 700	5 341
340 Health and Welfare Assoc Professionals nfd	0	0	3	0	0	3	0	3	6
341 Enrolled Nurses	16	12	21	4	64	117	10	28	155
342 Welfare Associate Professionals	444	117	238	154	154	1 107	150	678	1 935
349 Miscellaneous Health and Welfare Associate Profs	61	60	51	37	63	272	60	227	559

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390 Other Associate Professionals nfd	0	0	0	0	3	3	0	0	3
391 Police Officers	2 633	849	2 606	4 787	1 928	12 803	4 089	20 016	36 908
399 Miscellaneous Associate Professionals	113	52	83	260	57	565	165	584	1 314
400 Tradespersons and Related Workers nfd	4	3	3	118	5	133	14	84	231
410 Mechanical/Fabrication Engineering Trades nfd	0	0	0	5	0	5	0	0	5
411 Mechanical Engineering Tradespersons	6	5	5	292	9	317	18	106	441
412 Fabrication Engineering Tradespersons	0	0	3	114	5	122	15	70	207
421 Automotive Tradespersons	8	7	19	983	18	1 035	56	177	1 268
431 Electrical and Electronics Trades	22	16	20	287	18	363	28	212	603
440 Construction Tradespersons nfd	0	0	0	3	0	3	0	3	6
441 Structural Construction Trades	3	3	6	233	9	254	26	188	468
442 Final Finishes Construction Trades	0	3	0	89	7	99	19	129	247
443 Plumbers	0	0	3	127	3	133	20	119	272
451 Food Tradespersons	21	16	3	66	14	120	41	261	422
460 Skilled Agricultural/Horticultural Workers nfd	0	0	0	0	0	0	0	0	0
461 Skilled Agricultural Workers	10	5	4	20	7	46	11	106	163
462 Horticultural Tradespersons	378	222	308	1 862	416	3 186	592	5 984	9 762
490 Other Tradespersons and Related Workers nfd	0	0	3	36	0	39	3	5	47
491 Printing Tradespersons	8	5	6	74	3	96	15	97	208
492 Wood Tradespersons	3	0	0	27	0	30	8	32	70
493 Hairdressers	101	105	143	28 354	622	29 325	2 160	7 183	38 668
494 Textile, Clothing and Related Trades	9	7	8	49	15	88	36	213	337
498 Miscellaneous Tradespersons and Related Wkrs	247	151	248	2 440	246	3 332	983	3 023	7 338
500 Advanced Clerical and Service Workers nfd	3	0	0	0	0	3	3	3	9

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511 Secretaries and Personal Assistants	408	296	236	127	810	1 877	905	3 789	6 571
590 Other Advanced Clerical and Service Wkrs nfd	0	0	0	0	0	0	0	0	0
591 Advanced Numerical Clerks	137	76	104	52	105	474	164	1 199	1 837
599 Miscellaneous Advanced Clerical and Service Wkrs	91	50	40	98	60	339	77	651	1 067
600 Intermediate Clerical, Sales and Service Wkrs nfd	7	7	3	4	5	26	11	36	73
610 Intermediate Clerical Workers nfd	6	0	3	3	0	12	0	12	24
611 General Clerks	443	180	218	221	477	1 539	583	4 231	6 353
612 Keyboard Operators	134	64	67	48	199	512	269	1 551	2
613 Receptionists	100	75	55	130	198	558	274	1 756	2 588
614 Intermediate Numerical Clerks	147	38	137	44	123	489	130	1 097	1 716
615 Material Record and Despatch Clerks	46	14	31	88	32	211	50	653	914
619 Miscellaneous Intermediate Clerical Workers	181	45	60	113	90	489	111	869	1 469
621 Intermediate Sales and Related Workers	64	25	37	115	47	288	65	548	901
630 Intermediate Service Workers nfd	0	0	4	0	3	7	0	18	25
631 Carers and Aides	580	373	308	497	390	2 148	701	4 610	7 459
632 Hospitality Workers	41	5	14	22	13	95	31	374	500
639 Miscellaneous Intermediate Service Workers	841	658	956	3 381	646	6 482	3 083	7 375	16 940
700 Intermediate Production and Transport Wkrs nfd	0	0	0	33	3	36	14	136	186
710 Intermediate Plant Operators nfd	0	0	0	18	0	18	10	79	107
711 Mobile Plant Operators	3	4	0	94	13	114	39	393	546
712 Intermediate Stationary Plant Operators	6	3	4	59	26	98	19	215	332
720 Intermediate Machine Operators nfd	17	7	6	65	9	104	62	468	634
721 Intermediate Textile/Clothing/Related Mach Ops	6	10	5	28	9	58	26	231	315

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729 Miscellaneous Intermediate Machine Operators	214	100	99	201	142	756	268	2 300	3 324
731 Road and Rail Transport Drivers	49	42	30	990	84	1 195	341	4 269	5 805
790 Other Intermediate Prod'n and T'port Wkrs nfd	0	0	0	0	0	0	0	0	0
791 Intermediate Mining and Construction Workers	0	0	0	10	7	17	7	38	62
799 Misc Intermediate Prod'n and Transport Wkrs	38	18	19	111	33	219	79	726	1 024
800 Elementary Clerical, Sales and Service Wkrs nfd	0	0	0	6	3	9	3	49	61
811 Elementary Clerks	81	32	26	43	82	264	100	854	1 218
820 Elementary Sales Workers nfd	3	0	0	0	3	6	3	24	33
821 Sales Assistants	342	137	149	360	251	1 239	687	7 501	9 427
829 Miscellaneous Elementary Sales Workers	82	35	36	99	47	299	100	1 128	1 527
831 Elementary Service Workers	378	170	156	853	256	1 813	941	8 669	11 423
900 Labourers and Related Workers nfd	14	6	11	74	12	117	52	617	786
911 Cleaners	192	143	95	733	201	1 364	516	5 247	7 127
920 Factory Labourers nfd	0	0	0	0	0	0	0	0	0
921 Process Workers	14	3	5	28	9	59	34	256	349
922 Product Packagers	12	5	6	11	6	40	26	228	294
990 Other Labourers and Related Workers nfd	0	3	3	9	5	20	9	66	95
991 Mining, Construction and Related Labourers	3	4	4	65	14	90	32	405	527
992 Agricultural and Horticultural Labourers	142	110	107	1 211	164	1 734	385	4 719	6 838
993 Elementary Food Preparation and Related Wkrs	10	16	9	17	17	69	51	362	482
999 Miscellaneous Labourers and Related Workers	130	87	79	1 016	103	1 415	301	2 837	4 553

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Personal and other services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
099 Inadequately described	149	43	45	264	58	559	162	1 179	1 900
Not stated	56	12	9	141	23	241	168	586	995
Not applicable	–	–	–	–	–	–	–	–	–
Total	**29 940**	**9 511**	**10 350**	**57 888**	**11 114**	**118 803**	**24 240**	**134 877**	**277 920**

Note: ntd – not further defined

Source: ABS, 1996 Census of population and housing

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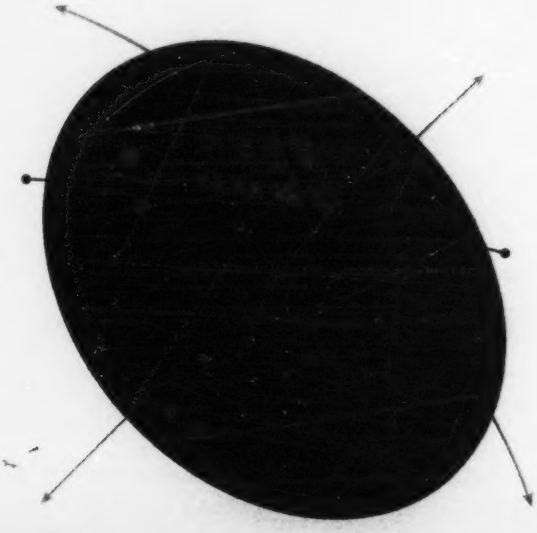

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